

ABSTRACT OF THE DISCLOSURE

5 A network service monitoring system including a  
monitoring tool for processing error alerts issued during  
distribution of application packages to network client  
10 devices. The monitoring tool determines if the fault  
that caused generation of an error alert originated with  
a network device or with a communication pathway in the  
network. The monitoring tool then remotely performs  
diagnostics specific to devices or to communication  
15 pathways, and if appropriate based on diagnostics  
results, calls a service ticket mechanism to  
automatically issue a job ticket to a maintenance center  
responsible for the affected device or communication  
pathway. Preferably, the monitoring tool provides real  
20 time or ongoing monitoring of communication pathway  
problems including determining a downtime and updating a  
display on a user interface of existing availability.  
The service ticket mechanism is configured for  
automatically addressing common errors in issued job  
tickets.